Narrative - [www.DeliverMeFlowers.com](http://www.DeliverMeFlowers.com)

**General Overview:** *DeliverMeFlowers.com is an online flower delivery service. They compete on the basis of fulfilling last minute orders in a very timely fashion. The Procurement of Materials &Services system at DeliverMeFlowers.com is described in the following paragraphs:*

**4.1 – Select Suppliers/Develop Contracts**

The Procurement Department maintains a list of approved vendors with whom they do business. New vendors are solicited and/or present themselves to the Procurement Department and must fill out a new vendor application. Once the application is received, 3rd party consumer reports and referrals are obtained.. Selected vendors are approved based off their qualifications and are added to the list. Vendors who do not have the necessary qualifications are sent a letter denying their application. A quarterly contract is established based off negotiations with each vendor. The contract is reviewed by the company lawyer. The vendor signs and returns the contract. The contract’s details are entered into the system and files the original

**4.2 – Order Materials**

The Design/Arrangement Department at DeliverMeFlowers.com sends a weekly request to the Procurement Department based off the featured arrangements they have designed to be sold during that week. Each week, the Procurement Department also pulls a report from the accounting system that estimates the demand/# of arrangements needed. These request and demand reports are used to create Purchase Orders for the week, which are entered into the system. The system arranges the distribution to each approved vendor based on the type and amount of flowers needed and sends an email to the vendor with the details of the order. The vendors reply in an email and confirm receipt of the order.

**4.3 – Receive Materials**

When the shipments come in, they are received by the Procurement Department and each order is checked for accuracy and quality. The receipt of the shipment is recorded into the system and the invoice is sent to the accounting department for payment. The shipments are then organized and delivered to the Design/Arrangement department.

**4.4 – Appraise and Develop Suppliers**

Once every quarter, the manger of the Procurement Department reviews the established list of DeliverMeFlowers.com’s approved materials vendors to evaluate performance and renew contracts. The manager pulls a report of vendor performance from the accounting system. Vendors with poor quality review reports are contacted to discuss quality issues or their contracts are not renewed. Vendors with favorable reports are contacted and ways of furthering improvements are negotiated. The manager either deactivates the vendors from the approved list or updates the contract information in the system. Each vendor is sent a report in email format that shows the highlights from their individual review.